

Job Title: Internet Technologies Technician

Status: Non-Exempt/Not Union Eligible

Department: Plant Operations

Reports To: Information Technologies Manager

CUSTOMER SERVICE EXCELLENCE: All jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to service excellence is expected of all employees as they perform their tasks.

GENERAL SUMMARY:

Installs, configures, and maintains the hardware and software for all PCs, servers, video, and relevant local area network components, including routers and internet access equipment. Ensures all systems are managed in a secure, efficient, reliable, and cost-effective manner throughout their production life cycle. Provides IT support to customers as well as internally. Ensures applications are properly installed and maintained, and all essential information and data files are backed up on a regular basis. Manages and completes assigned tasks, objectives, and projects in a timely manner. Creates and maintains all relevant server and network documentation and performance metrics. Assists management in product development.

SPECIFIC JOB DUTIES:

- Ensures all corporate and internet servers, PCs, video equipment, and local network systems meet defined objectives in terms of performance, capacity, reliability, and availability.
- Makes network configuration changes to servers and switches to ensure ubiquitous and reliable access to the broadband network.
- Maintains software systems to acceptable patch levels to ensure they are in compliance with industry standards and are meeting specified performance, security, and service levels.
- Maintains the company's broadband network to ensure business applications, user and technology problems, and system outages are resolved in accordance with defined service standards.
- Ensures that all open IT trouble tickets are successfully resolved and closed with a timeframe that meets established service standards.
- Ensures that virus detection and elimination technologies are operational across the enterprise.
- Deals with customer frustrations and stress in a composed, empathetic manner to ensure a positive end result.
- Manages the immediate response to each outage so each service disruption is analyzed and resolved as quickly as possible.
- Recommend and evaluate potential new products and services to enhance customer experience.
- On Call Duty on a rotational basis with other plant staff may be required
- Performs all other related duties assigned by management

JOB REQUIREMENTS:

- Ability to multitask while maintaining a high level of attention to detail
- Ability to communicate, both oral and written, with co-workers, customers and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments
- Must have a valid Colorado driver's license and be insurable by ESRTA's insurance carrier. Background check will be performed.
- Strong technical background
- Limited travel is required

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge and understanding of the hardware and software environment utilized by the company.
- Knowledge of network infrastructure, IP Schemes, VLANs, etc.
- Ability to work under demanding schedules and stressful conditions.
- Ability to read and interpret documents such as operating and maintenance instruction manuals.
- Ability to pay close attention to detail.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.
- Ability to organize and prioritize multiple work assignments.
- Coursework in electronics, fiber optics and telecommunications technology is essential

ESSENTIAL JOB FUNCTIONS:

- Must be able handle loads of up to 50 lbs. or more
- Must be able to stand or sit for long periods of time
- Overtime may be required to meet project deadlines
- Ability to provide outstanding customer support

REPORTING REQUIREMENTS:

This position reports to ESRTA Headquarters in Hugo, Colorado on a frequent basis; however, this position may be performed in any of the Company's outlying locations. ESRTA offers an excellent compensation and benefits package. This announcement is generally descriptive of the duties and qualifications of the job. It is not intended to be construed as an expressed or implied contract. ESRTA is an Equal Opportunity Employer. Applicants will be considered without regard to race, creed, religion, color, or national origin. In addition, unless the reasonable demands of the position require it, applicants are considered without regard to

age, physical or mental disability, marital status, or sex. Eastern Slope will consider making reasonable accommodation for applicants with physical or mental disabilities if it will allow them to perform the essential functions of the job.